

A low-angle, upward-looking photograph of several modern skyscrapers in a city. The buildings are made of glass and steel, with many windows reflecting the sky. The perspective creates a sense of height and scale. A large red rectangular box is overlaid on the right side of the image, containing white text.

SMART  
CHANGE  
STARTS  
HERE.



OUR SUCCESS WILL ONLY BE MEASURED  
BY THE SATISFACTION OF YOU,

OUR VALUED  
CUSTOMER





# WE ARE DRIVEN TO MAKE YOU SUCCEED

Canon Solutions America, Inc. has the benefit of the strength, innovation, and longevity of the world-renowned Canon brand.

Our portfolio of solutions is one of the most robust in the industry. With a sales and service footprint incorporating enterprise, large format, production, and vertical industry solutions, along with the expert knowledge of our people and a culture of providing excellent support and service nationally, we are uniquely positioned to meet the growing demands of today's world.

Canon Solutions America is a company that is dedicated to your needs. We support our solutions with highly skilled professionals and advanced diagnostic systems to help maintain peak performance. We will use our expertise to provide you with tools to help reduce costs, increase productivity, and become more environmentally conscious.

From device technology and workflow solutions to our support and services options, we are poised to help you bring innovation to your environment. No matter what technology the future brings, you can count on Canon Solutions America to help lead the way.

For more information about our advanced solutions, services, and support, please call **1-844-443-INFO (4636)** or visit **[csa.canon.com](https://csa.canon.com)**.



# WE BRING YOU TECHNOLOGY, SERVICES, AND SOLUTIONS.

Canon technology continues to set the bar for innovation, quality, productivity, reliability, and energy efficiency, and we are proud to be part of that heritage. We are committed to upholding the excellence of the Canon brand.

- Canon has an established leadership position in the U.S. in the area of office imaging – ranked #1 in the total copier office market, total black-and-white market, and total color market. **Source:** Gartner Group
- Canon is one of Interbrand's 100 Best Global Brands, ranks among the Fortune 500, and is also the #4 Top Japan Brand for 2018. **Source:** Interbrand
- As a technology leader, Canon consistently invests nearly 10% of net sales (almost \$3 billion in 2018) in research and development.
- For 33 years, Canon has ranked among the top five U.S. patent holders and has held the #3 position for the last eight years running (as of 2018).



A full-page background image featuring a person in a red jacket standing on a dark, rocky outcrop, looking up at a massive, powerful waterfall cascading down a cliff face. The scene is set in a rugged, natural environment with mossy rocks and a clear sky. A semi-transparent red rectangle is overlaid on the right side of the image, containing the word 'SOLUTIONS' in large white letters and a paragraph of text below it.

# SOLUTIONS

Just like no two organizations are alike, no two solutions should be alike, either. That's where our creativity comes in. Our talented team of experts, analysts, and representatives will work together to craft a solution that is unique to your specific needs. We are always thinking of innovative ways to increase your uptime, your return on investment, and your efficiency. We provide solutions to improve your workflow and more.





## DEVICE TECHNOLOGY

- Multifunctional Devices
- Production Systems
- Large Format Printers
- Print Servers
- Scanners
- Single Function Printers



## WORKFLOW SOLUTIONS

- Customized Industry Applications
- Data Security
- Cost Control
- Workflow Management
- Output Management
- Web-to-Print Applications
- Document Management
- Green Initiatives

## OUR INTEGRATED SOLUTIONS

can easily adapt with your pre-existing workflow, regardless of the composition of your print environment. We can help your organization re-engineer your processes without having to revamp your entire infrastructure.





# SERVICES

Rely on Canon Solutions America to help you streamline processes, reduce costs, and increase productivity, giving you more time to dedicate to your core business.



## CANON SOLUTIONS AMERICA

can help with all of this and more. Let us provide technology, support, and services to create a seamless workflow for your business operations. We offer:

- Workflow Analysis
- Implementation Support
- Remote Technical Support
- Business Services
- Managed Document Services
- Professional Services
- On-site Training
- Outsourcing/Insourcing
- Remote Diagnostics
- National Help Desk

## PROFESSIONAL SERVICES

Professional Services helps you get the most out of your technology investment by providing you with support along the way, starting with consulting and implementation services, through project management, training and education, and then ongoing help desk support as needed.

## MANAGED SERVICES

Managed Services helps your organization gain added control of your workflow and output management through tracking print usage, optimization of your fleet, quarterly account reviews, and more. We can help you save time and money when you outsource areas of your organization that are outside of your core business.

## DEVICE SERVICES

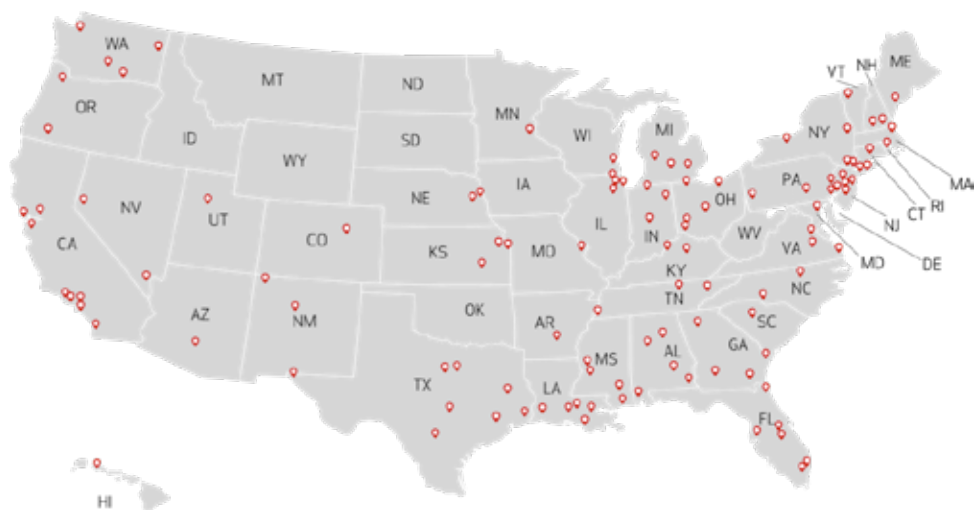
Minimize downtime with Device Services. Through our expert technicians, automated systems, and help desk support, you can always make the most of your day. Our analysts, engineers, and technicians receive world-class training. We invest in them so that they, in turn, can invest in you—helping you to remain more productive across all areas of document management and beyond.





# SATISFACTION

Canon Solutions America is strategically positioned to provide you with outstanding service, with thousands of employees across the United States. We have national coverage with outstanding sales and service capabilities to serve our customers from offices across the country.



## TO ENSURE CUSTOMER SATISFACTION,

we measure every area of service performance, based on key criteria for each service team. Our support personnel are held to the highest standards and held accountable for the service statistics for which they are measured.

It is through these stringent performance standards and the commitment to our continuous improvement process that we confidently offer our Customer Satisfaction and Service Performance Guarantees and maintain high levels of customer satisfaction.

Canon Solutions America has an entire division dedicated to providing you with unparalleled service. Whether the services apply to Implementation, Help Desk, Subscription Support, or Training and Education, the common thread among these is our unwavering commitment to our customers.

Our Solution Support Centers have achieved the prestigious HDI (Help Desk Institute) Certified Support Center award. This award signifies our commitment to excellence, efficiency, and service quality based on the HDI Support Center Standard.

**1** National Key Performance Indicator (KPI) Measurements

**2** 3rd Party Analysis of Industry KPIs

**3** Canon Global KPI Measurements





# SUSTAINABILITY

Kyosei means aspiring to a society in which all people, regardless of race, religion, or culture, harmoniously live and work together for the common good into the future.

Canon Solutions America adheres to our parent company's corporate philosophy of Kyosei. We believe strongly in corporate responsibility, toward people and the environment.





## CANON HAS MANY SIGNIFICANT ACHIEVEMENTS

in the environmental and sustainability arena, including earning 2014 LEED Gold Certification of their new Canon Americas headquarters in Melville, NY, and being chosen as one of Interbrand's 50 Best Global Green Brands in 2014.



### COLLECTION, RETURN, AND RECYCLING PROGRAMS

Reusing toner and ink cartridges and recycling products and parts



### MANAGEMENT FOCUSED ON THE ENVIRONMENT

Helping improve the quality and efficiency of environmental assurance activities



### PRODUCTS DESIGNED WITH THE ENVIRONMENT IN MIND

Helping customers meet their sustainability goals

As part of Canon's Kyosei philosophy, the company is engaged in a number of activities designed to promote environmental awareness and to help reduce the impact of all our activities on the environment.

- Canon aims to reduce environmental burdens in all stages of the product lifecycle.
- Canon's Corporate Environmental Management System (ISO-14001) focuses on three fundamental strategies:
  - Resource Conservation
  - Energy Conservation
  - Elimination of Hazardous Substances
- Our efforts are cumulative and translate into helping our customers meet their own sustainability goals.





For more information call or visit  
**1-844-443-INFO (4636) [CSA.CANON.COM](https://www.csa.canon.com)**